



Office of Regulatory Staff
1401 Main Street
Suite 900
Columbia, SC 29201
(803) 737-0800
ORS.SC.GOV

CHRISTOPHER M. HUBER
Deputy General Counsel

November 8, 2019

VIA EMAIL AND U.S. MAIL

Ms. Susan Miller
Manager, Government and Regulatory Affairs
Frontier Communications of the Carolinas, LLC
5003 S. Miami Boulevard, Suite 300
Durham, NC 27703

Charles L.A. Terreni, Esquire
Terreni Law Firm, LLC
1508 Lady Street
Columbia, SC 29201

RE: Investigation and Audit of Frontier Communications of the Carolinas, LLC
regarding the St. Luke Community Extended Outage and use of USF
Docket No. 2009-220-C

Dear Ms. Miller and Mr. Terreni:

In furtherance of its investigation into the facts and circumstances that caused the extended outage which impacted the St. Luke Community located in Georgetown County, the South Carolina Office of Regulatory Staff ("ORS") requests Frontier Communications of the Carolinas, LLC ("Frontier") respond to the enclosed First Audit Information Request ("Request") no later than December 2, 2019.

As expressed in its letter to the Public Service Commission of South Carolina dated October 25, 2019, ORS's investigation is focused on Frontier's long-term maintenance and investment in its telecommunications infrastructure. As such, the Request contains questions specifically related to the extended outage from approximately October 8th through November 1st of 2019, which impacted approximately twenty customers in the St. Luke Community in the Frontier Georgetown exchange. In addition, the Request contains questions related to the records Frontier is required to keep in accordance with S.C. Code § 58-280(E)(10) to demonstrate South

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Carolina Universal Service (“USF”) support received by Frontier has been used to support programs for which it was intended. S.C. Code § 58-9-280(E)(8) authorizes ORS to conduct compliance audits and other investigations to ensure the carriers of last resort use USF to provide universally available basic local exchange service in South Carolina at affordable rates.

With warmest regards,

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Huber", with a stylized flourish at the end.

Christopher M. Huber

cc: Jocelyn G. Boyd, Chief Clerk & Administrator (via DMS)